Senate Bill 241
"Taxpayer Right to Know Act - Budget Database Website"

Informational Testimony by Dick Clark, Chief Information Officer (CIO),
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Department of Administration
444-2777

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Senate State Administration Committee
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Mr. Chairman, members of the committee, for the record my name is Dick Clark. I am the Chief Information Officer (CIO) for the State of Montana.

Because of the significant IT costs contained in the fiscal note, I feel I should address a number of items regarding the note. When you submit a fiscal note of this magnitude, you better have done your homework. We worked hard to make this fiscal note as complete as possible.

Department staff conducted a comprehensive review of similar efforts in other states. We sent inquiries for information to all 50 states through our affiliations with the National Association of State Auditors, Controllers and Treasurers (NASACT) and the Public Sector User Group. Although they were able to determine that 18 states had some form of "taxpayer right to know" initiative that was operational or under development, only 11 of the states provided information to us on how their state operated its database. Then they performed a gap analysis between Montana's Statewide Accounting, Budgeting, and Human Resources System (SABHRS) and those states. Finally, they worked with software vendors to obtain estimates of the additional software that would be needed, reviewed every web site they could locate, and reviewed every piece of enabling legislation that was available on-line. Only after all of this due diligence was the fiscal note prepared.

I am available to answer any questions you may have.

Thank you.

	At time and what costs involved to implement your financial, budgeting and personal services solution? Also, what are the annual licensing costs?	What software packages is the State utilizing for each of the areas of public information (i.e. financial, budgeting and personal services)?	Is the information available to the public 24x7 or less?	Do you have a dedicated help desk? How many FTE?	How often do you refresh the data and is it real time?	Do you backup this data and if so, what is the schedule?	What are the annual maintenance costs for software?	IT support (disk storage, processing costs, database licensing, etc)
	rs were approx 15,000. $); Development took 8 including hours from 1 inancial Accounting lata Analyst, and 6-7 lyst staff with systems le from Banner, PS, and nancials. Current annual iociated with licenses and are estimated at $25,000 ies associated with he db up to date are j at well over $500,000. uesigner, 1 director, 8 data analysts.	Virginia has mainframe financial, budgeting, and personal services systems.	24x7	1 Director to field external/internal inquiries, manage DBA, programmer and data analysis staff, establish enhancement/maintena nce schedules, etc. There is a dedicated Director, DBA and programmer	Quarterly	Monthly backup	See column C	See Column C
		We download reports from our data warehouse (which used Business Objects as the user interface) to excel.	24x7	No. One accountant runs the reports to update monthly, and our webmaster updates the website (takes about one day per month). One thing that we thought critical was agency contact information if the public had questions about the expenditures, so we posted this on the website with the excel spreadsheets.	Monthly	Not backed up separately. Information is just reports from our data warehouse.	Not provided	Not provided
Alaska www.fin.admin. state.ak.us/dof/ checkbood_onli ne/index.jsp	Yes - the data warehouse is being built at a cost of about $7 million. This reporting system was used as the source of our reports which are posted on our website for public access to expenditure data.	The public access solution is excel spreadsheets on our website. It was developed at a cost of under $5,000 in staff time. No additional software was required.						
Missouri www.mapyourt axes.mo.gov/m ap/portal	Yes. The MAP site provides summarized information, but if the public wants specific detailed information they would have to request it via open records request (unless it meets the exemption criteria there is a fee charged). Staff hours and total cost 3800 hours of IT staff time $140,000 plus nominal time from our finance office. Contracted services hours = 1500 hours totaling $120,000.	Missouri is using CGI (previously AMS) product for financial. HR and Budget are Brass component. $600,000 annual maintenance cost.	24x7	Staff of 2 that handle inquires only via e-mail.	Expenditures are updated after nightly cycles. Employee data is updated after each semi-monthly pay cycle.	?	See Columns B and C	?
Colorado (website in progress)	Yes. Plan is to create a mirror image of the Financial data warehouse that we build for agency sole use and present that data to the public. The data warehouse includes financial, budget and personal services data. They are currently working on how to identify which data should be blocked for privacy, security and social stigma issues. They expect to be able to build the system in house but do not have an estimate of the time involved.	They plan to use Web FOCUS reporting language at the web front end which generates queries compatible with the SQL server database running in the background. Don't have the actual numbers but believe the annual licenses for the software are based on number of processors and are expected to be approximately $50K. The Server hardware was projected around $35K. They use a legacy system now for FS and HR data.	24x7	Not planning for one.	Don't know yet.	Data warehouse is backed up each evening after batch processing.	See Column D	Don't Know

State / Website	Data Warehouse / Software	Implementation Cost & Staff	System Description / Maintenance	Help Desk / Support	Availability	Data Updates / Backup	Server / Hardware Notes
South Dakota www.open.sd.gov	Yes. Data Cube (warehouse). Don't have implementation costs for the warehouse.	Costs to implement were their internal staff and the website setup the costs for the SQL server >$15K Also, they couldn't provide the costs for the SQL server initial cost for the data warehouse).	Lawson product for HR data. Lawson hosts the data in South Carolina. Financial data in INFAR other calls are handled through the 24x7 on-call staff in IT. (similar to our x2000 desk in ITSD)	Help desk is 7am to 6pm and are taken care of through the IT Division. The state is IT CENTRALIZED! Any	24x7	Some data is real time and nightly batch processing. / Normal daily process.	? / ?
Nebraska	Our "transparency site" is being done by our State Treasurer. He is merely taking information from our financials and making pie charts, etc and summarizing the information. It is not very robust. We do NOT have a data warehouse to store this information. This is still on our wish list. They use JD Edwards as their software package.						
Kansas www.kansas.gov/kanview	A quasi-governmental entity (INK-Information Network of Kansas) that provides web services for state agencies worked with Kansas staff to develop and provide Kanview. INK does not charge to house the Kanview system because it's recouping costs for all of the services it provides for other state agencies. They had a problem with the language in the proposed legislation. Hence, the Kansas staff worked closely with a legislative committee where they were able to suggest language outlining information that could actually be provided. Each agency had to provide what was confidential and the statute verifying it. Two Kansas staff (their salaries) plus INK staff ($100K) were the primary costs. Mostly done in-house. Data is updated only once a year. Employee information is not yet out on their website. They are currently working on that. VERY FEW hits on their site...nobody is using it. The data received by INK is imported into a database. Our database software is Oracle 10g. The web-based application is built in PHP and housed on application servers at INK. The application performs the queries and formats the results for display to the user. The application (INK) does not leverage data warehousing. Other than the web application and the database, the only other tools used in support of this application are the database import scripts. These scripts were developed by INK, in perl. NOTE: Martin Echardt indicated that they could NOT prepare a fiscal note...						
Texas www.window.state.tx.us/ ate.tx.us/ $147,817.	Yes. Business Objects Software Bundle - $784,085; Hardware Operating Level System Software Package - $523,218; Installation 6 weeks; 2 infrastructure staff 50% for 6 weeks - Total estimated staff cost $50,000. Contracted costs were 6 weeks for $310,000.	start hours ~1 full time project manager for 6 weeks; various SME's (average 3-4 50% for 6 weeks); 1 full time data analyst for 6 weeks;	We utilize Business Objects Software for our Business Intelligence Effort and our annual maintenance and technical support is $146,817.		24x7 with the eception of planned maintenance outages. / No	Data is backed-up daily Monday - Saturday and kept for 180 days. / Nightly	See Columns B and D
Washington State www.fiscal.wa.gov	Not as commonly defined; LEAP uses SQL Server as its database and receives entail budget data and summary accounting data from the executive branch.	Approximately 8 months and $300K (200K employee-related costs and 100K in non-employee related costs; however, LEAP leveraged existing physical and logical infrastructure, existing reporting formats and stored procedures, and the expertise and insights of 8 staff with an average longevity that exceeds 12 years dealing with Washington State fiscal matters. No contracted services were used.	The Legislature uses systems LEAP and the executive branch initially shared in the early 1990's; LEAP redesigns, modifies, enhances, updates and maintains these systems continually. These are not the same systems that the executive uses with state agencies, although some state agency systems transmit some data to the executive budget development systems from which LEAP loads data for Legislative budget development. LEAP uses summary databases that glean data from executive branch databases to provide oversight (monitoring) reporting for biennium-specific and historical reporting. As LEAP developed the website, staff confirmed with the sponsors of the bill that is was not their intention to duplicate existing reporting that currently functions well, so LEAP reports a limited number of caseloads/workloads that the legislature chooooses to include in its budget publications, but links to other agency websites- mostly executive branch (Office of Financial Management, Office of the Governor) for performance measures and other caseloads/workloads.	No dedicated help desk. LEAP staff total 9 FTE's, several whom answer questions.	They hope to have 24x7 soon.	Budget data are updated as they are made public; agency request when the executive branch transmits them to LEAP; Governor's and legislative proposals when made public; monthly monitoring accounting data approximately 3 weeks following the end of each month; recast historical data approximately semi-annually; caseload and workload data annually when a document that communicates legislative intent is published; data on other websites to which the fiscal.wa.gov site links are subject to update by the entities hosting those sites. / Backups are performed on development servers, not production servers,	server is Windows 2003 Server SP2; the license accompanied the server (with an annual software assurance agreement of $300K); the server runs SQL 2005 Server SP3 with an initial cost of $8K and an annual software assurance agreement of $1,500. The software on a second server is Windows 2003 Server SP2; the license accompanied the server (an annual software assurance agreement of $300); the second server runs IIS Server (part of the operating system enables this server) and SQL Reporting Services (using the same license from SQL Server and configured to reference... This is difficult to isolate because much of the disk storage, processing costs, etc., are part of formerly existing efforts that have been ongoing for decades. However, according to LEAP staff with the expertise to answer this question, both the development and production servers are HP Proliant DL380 G3 with 2.2.8 GHZ processors and 4Gb of RAM and C: drives of 72Gc and E: derives of 440Gb. The servers cost approx $10,000 each. Existing legacy...

Washington State-Continued	For other reporting, LEAP also links to other state agencies for audits (Joint Legislative Audit and Review Committee and Office of the State Auditor) and for personal service contracts (Office of Financial Management). Washington is on the bleeding front-edge of implementing a partial human resources management system with SAP; the website does not rely on any of this data for anything at all (yet) and may not any time soon. The financial system the state uses for accounting is a home-grown system that has been in place for decades. For budget development, state agencies use systems the executive branch developed and maintains. The data from those systems feed legislative budget development and reporting systems that the agency (LEAP) that employs me developed, maintains, and enhances annually.			The development tools include Visual Studio 2005, VB.Net, Asp.Net, Dendas Charts add-in (initial cost $1,200 for an annual agreement, $300)
Wyoming: http://sao.state.wy.us/EFT_Search_page.htm	The Auditor's Office has put on our website all payments made by state agencies to vendors. It's a 90-day rotating file that is updated after each of our financial runs, which are twice a week. We pull the data from our financial system database, convert it to a file, and post the file on the website. This is not a cost or personnel burden and is a simple process at this time. It needs improvement in the search engine, as the file even for 90 days is absolutely huge. Originally the website was put out there for vendors who received payments by EFT, so they could check on the payment they were expecting, and get a bit more information that that which was transferredon their document from the bank. We then added all warrant payments, and separated out P-Card payments so the actual vendor would be posted, not just the bank name. We have legislation before our convening session in Jan 2009 regarding transparency in government. This legislation makes Wyoming's Dept of Admin and Information responsible for the technology of posting this information. Our site is a bit tough to maneuver, and we have plans to make that better. We've had very little public comment. We have removed any items that have privacy issues connected. Wyoming is using a mainframe appliation AMS (from CGI).			
New York: http://www.seethroughny.net	They used a contractor to build the website. We ended up developing our own software - like most groups, we realized early on there wasn't any "off-the shelf" software that suited our needs, the entire thing though is build on a microsoft platform.	Use Microsoft SQL Server. The 3rd party (Empire Center for New York State Policy) requested data from approx 100 sights and put in to their one database. This 3rd party filtered, organized the data for their database. They also designed queries, etc.		
	No data warehouse. They use an offsite virtual server (Time Warner Site) where all maintenance, backup, storage, processing, etc. is done. They pay a hosting fee, but couldn't tell us how much.		24x7	They have a help desk, but not dedicated. They perform other duties.	Data is refreshed at different intervals depending on the data-quarterly, semi-annual or annual.
	Recap of the discussion with Tim Hoefer: ECNYSP sends FOILS (Freedom of Information Act) requests to public center organizations requesting data. They receive the data in various formats (Excel, Access, etc) and then put the data in a SQL Server database (offsite virtual server). They contracted with WinEx to create queries. Because this was done in conjunction with other projects, they could not give us costs. He did say, however, that costs are 'all over the board' across the US. Some use in-house resources - others cost several hundreds of thousands of dollars.			

Transparency in Government Web sites:

	Contact	Phone	e-Mail
Kansas: http://www.kansas.gov/kanview/	Martin Eckhardt	785-296-2661	Martin.Eckhardt@da.ks.gov
Missouri: http://mapyourtaxes.mo.gov/MAP/Portal/Default.aspx	Tom Sadowski	-	Tom.Sadowski@oa.mo.gov
New York: http://www.seethroughny.net	Tom Hoefer	518-434-3100	Thoefer@empirecenter.org
Texas: http://www.window.state.tx.us/comptrol/expendlist/cashdrill.php.	Suzy Whittenton	-	Suzy.Whittenton@cpa.state.tx.us
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Alaska: http://fin.admin.state.ak.us/dof/checkbook_online/index.jsp	Kim Garnero	-	kim.garnero@alaska.gov
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Wyoming: http://sao.state.wy.us/EFT_Searchc_page.htm	Carolyn Teter		CTETER1@state.wy.us
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